

CAUCUS RESOURCE ASSISTANT

SUMMARY:

Full-time, exempt position. Assist members and their staff with constituent casework. Assist Policy and Communications with special projects. Help Policy and Communications staff answer questions or provide information regarding issues as needed. Provide high quality office support to the member and the member's Legislative Assistant while the Legislative Assistant is out of the office.

RESPONSIBILITIES:

Respond to member and staff requests for assistance on constituent inquiries and complaints. Work closely with state agencies to resolve constituent concerns and to facilitate timely responses. Be a resource for constituent questions and casework.

Be part of a team that answers multi-line phones. Greet and direct office visitors. Open and sort mail. Assist Legislative Assistants in maintaining member's schedule. Respond to e-mail and hotline inquiries as requested by the Legislative Assistants. Effectively communicate with constituents on case work and legislation. Conduct research to respond appropriately to constituents' inquiries and follow through to conclusion. Perform other work as required.

Maintain a tracking system for constituent referral, which shall include a file of case closures and resolutions. Provide draft letters for the offices to help close casework. Closed files shall be returned to member's offices.

Report directly to Policy and Communications Directors. Policy Director will determine assignment priorities if a conflict exists between requests of Senators' offices.

Maintain professional confidentiality pertaining to legislative issues and information.

Perform other duties as required.

QUALIFICATIONS:

Ability to communicate effectively, both orally and in writing; perform accurately and professionally under time constraints associated with work during legislative sessions. Develop and maintain cordial effective working relationships with co-workers, legislators, executive agency personnel, interest group representatives and the public. This position requires a high level of flexibility. The successful applicant must demonstrate empathy for constituents, Senators and staff and be willing to juggle an ever-changing work schedule.

QUALIFICATION FOR INITIAL HIRE:

An AA degree and five years of legislative experience. An advanced degree in an appropriate discipline may be substituted for one year of the required experience.

OR

Acceptable education, experience and knowledge as determined by the Senate Majority Coalition Caucus Chief of Staff.

THE WASHINGTON STATE SENATE is an Equal Opportunity Employer.

CLOSING DATE FOR THIS POSITION IS 10/30/15

Please send your resume and cover letter to:

**James Martin
Senate Majority Coalition Caucus
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Olympia, WA 98504**

Or

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